

**National Network of Libraries of Medicine
Southeastern/Atlantic Region
Quarterly Report
November 1, 2001–January 31, 2002**

Highlights:

Outreach took center stage this quarter. We designed a simple web form for Network member to apply for small funding awards for training, exhibiting, technology awareness and librarian promotion. We funded two training, four technology awareness conferences for years 01 and 02, five exhibiting and one librarian promotion awards. In preparation for the year 02 budget, we asked Network members to submit project ideas and estimated budgets. We received 18 preliminary proposals, 15 of which were viable proposals. Four, totaling \$108,675) were directed at health professionals and 11, totaling \$339,131 were directed at consumers. We received approval to fund two new outreach projects - phase 2 of the Vanderbilt University's *Public Health Power Information Users (PIU): A Model for Overcoming Knowledge Fade* project and phase 2 of the University of North Carolina – Chapel Hill (UNC) *NC Health Information Online* project. We began discussions with the Virgin Islands Health Department about a library improvement projects on St. Croix and St. Thomas. We hope to put a computer in two health departments for use by consumers.

We began our membership drive with a letter campaign to Mississippi libraries. We received an endorsement of membership from the Mississippi Library Commission to include in the letter. As part of the membership drive, we included a post card for new members to request NLM promotional materials for their libraries.

I. Network Programs

A. Resource Sharing: ILL and DOCLINE/SERHOLD/DOCUSER

Ms. Wescott and Ms. Peyton began contacting SEND libraries to update their DOCUSER records, especially their routing tables.

Ms. Wescott and Ms. Peyton continued to contact libraries to update their DOCUSER records. Ms. Peyton concentrated on contacting members whose e-mail addresses bounced when notified about the availability of the latest issue of *SEA Currents*.

Mr. Vogh worked with Ms. Wescott on two records in DOCUSER that were marked as RML local records. The DOCLINE Interface Review Team recommended that these be removed. The removal would affect only these two records NCUHFK and VIUIBH. No other region was using this feature.

Training:

| Date | Class # of attendees | Organization | Location |
|------|-------------------------|--------------|----------|
|------|-------------------------|--------------|----------|

Loansome DOC referrals - 134

Impediments:

Mr. Vogh worked with Ms. Hochstein on a problem with NetMeeting related to accessing the DOCLINE demos. Ms. Wescott could not connect to Martha Fishel's IP, a problem not limited to this region. This appears to be a problem that NLM will need to solve.

Callers who have been accessing NLM through paper ALA forms are unsure and unready to jump into DOCLINE. Some really just need a Loansome Doc provider, though they do not care to pay for materials.

B. Membership

We worked on and submitted the year 02 budget packet for NLM. The packet included the year 02 objectives, outreach plan, plan for unexpended funds and budget narrative with spreadsheets.

We continue to recruit new members, including the library at the National Institute of Standards and the US Sentencing Commission. Also, we continue to lose libraries to mergers and staff cuts - Georgia Baptist Nursing Library merged with Swilley Library of Mercer University of Atlanta. We added five new affiliate members.

We hosted a visit by the NLM associate fellows on November 1. MJ Tooey, deputy director at HS/HSL, provided an overview of the library and a tour, Ms. Weise and the RML staff talked about providing services to the Region.

Ms. Kelly attended the GaIN meeting in Macon, GA on November 12-13. She provided an NLM update and a session on navigating NLM's Gateway.

On November 19, Ms. Kelly attended a meeting of the Virginia resource library directors and the statewide AHEC director to discuss library services for Virginia.

Ms. Allcock and Ms. Yancey attended the DCAHSL (DC Area Health Sciences Librarians) meeting on November 26. Ms. Allcock attended their meeting on January 28.

Ms. Kelly and Ms. Allcock visited the new Louis Stokes Health Sciences Library at Howard University on December 17. We toured the facility and visited with the new director Larry Ellis.

In November, as part of our Network programs, we put out a call for applications from SE/A network members to promote health sciences librarianship in the Region. The purpose of this program is to promote health sciences librarianship to ensure that qualified health science librarians will be available to fill vacant positions at Network member institutions. The potential audience may include current or potential MLS library school students, public or academic librarians, or health professionals joining our

profession. Network members or library schools can apply for up to \$500 for each project.

We approved funding for the following library promotion project in this quarter:
University of Maryland College of Library and Information Studies

Our membership brochure

<http://nnlm.gov/sea/publications/handouts/pdf/membrochure.pdf> with application is now available from our website.

Ms. Allcock communicated with the Mississippi Library Commission about receiving assistance on a network membership campaign. The Commission gave us an endorsement about becoming a member for our letter campaign. Letters to all Mississippi went out late in the quarter, along with a postcard for new members to request a limited supply of NLM promotional materials.

C. Regional Advisory Council (RAC)

We completed preparations for the February 15 RAC meeting. Sent packets containing the agenda and background information to members. Completed travel, hotel, lunch and meeting room arrangements. The agenda contains an NN/LM orientation, NLM update, introduction to the electronic funds transfer system, and work groups on membership, evaluation and state planning teams.

The RAC electronic discussion list for members was updated and was used several times in communicating about the meeting.

D. Communications

a. Newsletter

SEA Currents Volume 19 Number 6, November-December, 2001 highlights include: Funding Opportunities Now Available; Presenting PDAs; Terrorism and Bioterrorism Sites Developed and Maintained by Resource Libraries in Region 2; DOCLINE® Version 1.3 Release Information; DOCLINE® 1.3, Q & A; Ten Wonderful Ways to Use and Promote MEDLINEplus; NLM Product Training Manuals Online; CYBERSPACE: URLs Useful Resources for Libraries

SEA Currents Volume 20, Number 1, January/February 2002 highlights include: Selected Consumer Health Resources Web Sites Developed by NN/LM® Service Providers in the SE/A Region; North Carolina SE/A Member Libraries Bring Diversity, Cultural Competency and Spanish Language Resources to Services Providers, Consumers and Us (via WWW); Funds - some allocated, some available; Celebrating Older Americans Month, a Time for Consumers and Caregivers; Consumer Health Booklist

The old issues of *SEA Currents* were “delinked” and all future issues will be “delinked” after one year to prevent our site from directing users to sites that are no longer in service or have been taken over by other businesses.

Mr. Vogh contacted Naomi Miller of the MEDLINEplus group about writing an article for *SEA Currents* on the correct way to link from a library, hospital, or other web page to MEDLINEplus. At Ms. Miller's request, the article was sent to the other RMLs via NNLMAIL.

b. Web

Mr. Vogh and Ms. Becker updated the RML reports on our web site. The index at <http://nnlm.gov/sea/aboutus/reports/index.html> now reflects the most current reports that have been completed.

We simplified our awards process for exhibiting, training, technology awareness, and library promotion to include a web-based application form.

Mr. Vogh began testing the web-based outreach reporting form. Ms. Hamasu from Region 4 volunteered to review the form via NetMeeting on December 14. The review highlighted some consistency issues with the directions. These were updated before the mid-January test with Ms. Hochstein of the NNO. Ms. Hochstein contributed many useful suggestions during this test.

c. Electronic Discussion Lists

NNLM-SEA members by month: November 2001-355; December 2001- 353; January 2002- 351

d. Teleconferences-

Staff attended the NLM teleconferences on November 1 and January 14. Ms. Allcock attended the Consumer Health Information Coordinators teleconferences on December 11 and January 8. Ms Wescott participated in a Netmeeting call for DOCLINE coordinators on November 20.

e. Other

Ms. Allcock contributed an article about consumer health websites to the November/December issue of *MAC Messages*.

Email lists generated from the NN/LM "individuals" database or DOCUSER data - All data have been imported and are now being updated. Ms. Becker completed a project to add all of the professional staff at the resource libraries to the "individuals" database to increase the accuracy and size of the *SEA Currents* mailing list.
<http://nnlm.gov/home/sea/personemail2.html>

A large number of old NMD records that were imported in the "individuals" database need to be updated before we can use the staff profiles feature in our web pages.

Ms. Yancey began work on a new electronic journal club. She solicited potential attendees, selected the articles, and mailed copies to participants. The topic is project management.

E. Grants

No activity to report.

F. Evaluation and Feedback

Evaluation of NN/LM services was selected as an agenda item for the February RAC meeting.

II. Outreach

A. Outreach to Health Professionals

We collected outreach project ideas from Network members to submit with the year 02 budget plan. We received 15 proposal ideas, four of which are directed at health professionals.

We received approval to fund phase 2 of the Vanderbilt University's *Public Health Power Information Users (PIU): A Model for Overcoming Knowledge Fade* project. During phase 2, the library proposes to evaluate and verify the impact of the PIU model on workflow process and assess individual characteristics with regard to "knowledge fade" within the phase 1 trainee group. They plan to administer a structured interview of each individual to investigate the role of the associated PIU in promoting the integration of the information into the individual's workflow; assess, by questionnaire, selected individuals from the trainee group to identify characteristics that differentiate those who use information from those who do not; develop problem based learning modules designed to foster information integration; and modify the Library's existing electronic assistance services to meet the needs found through this study. The project will run from March 1, 2002 - November 30, 2002.

Impediments:

Delays in funding the subcontract occurred due to a new step in the subcontracting process, the completion of a subcontracting document for the NLM contracts office. It took at least three weeks to get the document through the approval process, and additional time to sign and return the corrected copy. The start date for the project passed before the approval letter to the fund the project was received.

Subcontracts:

Upper Savannah AHEC

[Final] All attempts to negotiate the receipt of the final report have failed.

Mercer School of Medicine - PHOENIX Project

[Http://gain.mercer.edu/phoenix](http://gain.mercer.edu/phoenix)

[Final] Training plan consisted of four core modules: *Finding and evaluating public health information on the Internet*, *Using NLM databases to search the professional public health literature*, *Introduction to Online CDC and other federal resources*, and *At your service: Exploring the GDS web site*. Trained 82 participants at 7 district health departments, classes at professional meetings, and Master of Public Health classes.

Exhibited at the 3 GA Public Health Association annual meetings, 2 GA Rural Health Association annual meetings, and 2 GA Nurses Association annual meetings, making 723 contacts. Provided a poster session entitled “Public Health Training with PHOENIX” at the 1999 Southern Chapter/MLA meeting, a contributed paper entitled “Improving Information Skills for Georgia Public Health Practice: The PHOENIX Project” at the May 2000 MLA meeting, and a poster session entitled “Jubilee in Georgia: Bringing a Feast to the Public Health Table” and a contributed paper entitled “Improving Information Skills for Georgia Public Health Practice: The PHOENIX Project” at the 2000 Southern Chapter/MLA meeting. Developed a website that contained the tutorials, “ask a librarian” links, monthly current literature alert in public health and a continually updated and annotated list of public health resources. The site was accessed over 4,000 times. The four web tutorials were accessed 337 times. 1999 baseline surveys provided strong evidence of a lack of connectivity for many GA public health professionals and highlighted a need for awareness and training among those who did have access. Informal feedback still indicates that connectivity is a problem at the local level. Overall the content of the training was very well received, but the project staff indicated it was difficult to adequately cover four classes in a one-day session. The project ran from October 1, 1998 – August 1, 2001.

University of Florida

[Quarterly] Work done this quarter involved selecting the equipment for the project; preparing materials for instruction of the two classes – “Searching for Medical Information through the National Library of Medicine” and “Locating Public Health Resources Using the CDC and other Internet Websites”; promotion and evaluation of the training sessions; obtaining continuing education credits, and scheduling 14 classes in the targeted counties and at the office of Florida’s State Department of Health. These classes will begin in February. Held one class on PubMed and MESH with the new Master of Public Health students and faculty in January. Submitted a poster proposal to report on the project to the Health Administration Section of the American Public Health Association under the category of “Staff Development/Training” at the APHA annual meeting in Philadelphia in October.

Impediments: UFL is experiencing the same problems that many of the other public health projects identified: changes in personnel at various health departments, problems scheduling training sessions, and communication problems.

B. Consumer Health Services

We collected outreach project ideas from Network members to submit with the year 02 budget plan. We received 15 proposals, 11 of which were consumer based.

We received approval to fund phase 2 of the University of North Carolina – Chapel Hill (UNC) *NC Health Information Online* project. Under the proposed phase 2, UNC will identify and select relevant, high quality, state and local health information sources that address key health problems in North Carolina. They will evaluate how to create a database to access these resources using the file structure of MEDLINEplus and how to link records in both databases. UNC will determine mechanisms for creating and disseminating this consumer health information collection online, to ensure its wide

accessibility to North Carolinians. They will identify additional key partners in the state who are committed to pursuing these goals during and after the project period. The project will run from January 1, 2002 – February 28, 2003.

Ms. Allcock and Mr. Prince worked on a project for NLM to identify consumer health information initiatives in public libraries in Georgia and Tennessee.

Ms. Allcock visited BodyTalk, a consumer health library at the University of Virginia.

Ms. Allcock went to NLM to talk with the associate fellows about consumer health information on December 4.

Monthly teleconferences were held with the prescription pad pilot project participants. Progress made at the 18 sites was discussed. The project ended mid-January.

Impediments:

Delays in funding the subcontract occurred due to a new step in the subcontracting process, the completion of a subcontracting document for the NLM contracts office. It took at least three weeks to get the document through the approval process, and additional time to sign and return the corrected copy. The start date for the project passed before the approval letter to the fund the project was received.

Subcontracts:

Emory University

[Quarter] A contributed paper was presented at the MLA Triple Chapter meeting in New Orleans in October. Janice Kelly made a site visit. AccessHealth was demonstrated at a booth during the public library's Health and Job fair. Training of the Cascade United Methodist Church's Health Ministry occurred. Fifteen Lonesome Doc articles were supplied during this project.

[Final] Not received at the time of this report.

East Tennessee State University—Consumer Health Information Service

<http://qcom.etsu.edu/medlib/consumer>

[Quarter Two] Trained in use of MS PowerPoint and efficient use of search engines. Researched potential audiences for consumer and professional classes. Began contacting groups and scheduling classes. Developed content for librarian and consumer classes, and gave presentations to consumer and librarian groups. Constructed and activated website (<http://qcom.etsu.edu/medlib/consumer>) with program descriptions, links, schedule of consumer classes, and query forms for consumer questions, and began answering consumer questions. Printed and began distribution of brochures and business cards (included with report).

UTMC Knoxville staff—contacted public libraries in Knox and Blount counties to offer consumer health training. Both libraries scheduled training for librarians, but are interested in classes for the public. Additionally, a UTMC librarian will be conducting a

ClinicalTrials.gov class for Oak Ridge Public Library in conjunction with a consumer health class already being taught there. Included discussion of ClinicalTrials.gov in classes taught to medical residents, students, and other health professionals at UTMC. Began application to receive MLA CE credit for the consumer health train the trainer class. The train the trainer class and an additional program on ClinicalTrials.gov was submitted to the Tennessee Library Association Program Subcommittee. Both programs were accepted. However, since Jana Allcock had already submitted a course covering ClinicalTrials.gov, this program was withdrawn. Exhibited at the Tennessee Hospital Association annual meeting in Nashville on November 1, 2001. Received ETSU's brochure and revised to reflect the role of UTMC.

George Washington University- PARTNERS for Consumer Health II

<http://www.gwumc.edu/partners/index.htm>

A new site, Upper Cardozo Health Center, was installed. Presentations were made to the staff at two clinics. All clinics now have access to the Internet. Work was begun on developing the new ISCOPE service learning team. Three staff meetings were held with 97 students. There were 51 site visits during the second quarter. Sixty-five people were introduced to ClinicalTrials.gov. Cards, English on one side, Spanish on the other, were distributed to the clinics.

University of Maryland, Baltimore–Health Outreach to Faith Communities through a Parish Nurse Program

<http://www.parishnursing.umaryland.edu/>

Reviewed needs assessment. 88 surveys returned, and 15 online ones completed. Enhancements were made to the web page.

University of Virginia–Partnership for Cancer Information

A program coordinator was hired and oriented to the UVA Library, to MEOC and to CHALIC. Development of a manual, webpage, and brochure are underway.

University of North Carolina–Chapel Hill–North Carolina Health Information Online

Added 500 sites to the prototype database with minimal indexing. Interviewed and hired two graduate assistants to work on site indexing. Registered domain names for NCHIO.org. Began development of informational website about NCHIO; target completion is late February. Planned a visit to NLM for early February.

C. Training

In November, as part of our outreach program, we put out a call for applications from SE/A network members to provide NLM system, Internet training or technology-related classes in the Region. The purpose of this program is to improve health professionals', librarians' and the public's skills in accessing electronic health information. The sessions may be hands-on practice or demonstrations if facilities are not available. SE/A Network members can apply for up to \$500 for each session. Funding does not cover course development costs.

We approved the following training awards:
University of Tennessee, Memphis
Medical College of Georgia

Ms. Yancey submitted a proposal to the American School Health Association to offer PubMed training at the annual meeting.
She is working with Ann Viera from the University of Tennessee, Knoxville on course development for the annual meeting of the American Veterinary Medicine Association.

Training sessions:

a. **NLM Systems**

PubMed sessions:

| Date | Organization | Location - | # of attendees |
|-------|---------------------------|---------------|----------------|
| 11/16 | East Carolina University, | Greenville SC | 14 |
| 11/16 | East Carolina University, | Greenville SC | 16 (for CE) |

D. Exhibits

Ms. Yancey gathered and submitted a list of potential exhibits for 2002-2003 to NLM.

Exhibits by RML staff:

November 7 - Health fair at Devonshire at PGA National, West Palm Beach, FL
December 4-5 - Sociedad de Bibliotecaros de Puerto Rico, San Juan, PR
December 5-7 - Tennessee Rural Health Association, Gatlinburg, TN
January 11-13 WESH 2 Your Health Lifestyles Expo, Orlando, Florida
Mr. Vogh staffed the booth at RSNA from November 24 to November 30.

In November, as part of our outreach program, we put out a call for applications from SE/A network members to exhibit at state or regional meetings of health professionals, library associations, or health consumers. Exhibiting enables Network members to promote access to electronic health information needed to make informed health decisions. At the same time, it allows the exhibitor to meet its local clients and to promote its services along with those of other Network member libraries.
SE/A Network members can apply for up to \$1,500 for each exhibit.

We approved the following exhibit awards this quarter:

University of South Alabama – Alabama Public Health Association, April 2002
University of South Alabama – Alabama Rural Health Association, April 2002
University of Alabama, Birmingham – Medical Association of the State of Alabama, June 2002
Medical University of South Carolina – South Carolina Medical Association, April 2002
University of Virginia – Virginia Academy of Family Physicians, July 2002

E. Technology Awareness

In November, as part of our outreach program, we put out a call for applications from SE/A network members to promote the use of information technology to improve access to health information, introduce new technology, or introduce new uses of old technology for health professionals or health consumers. A \$5,000 maximum funding limit was made available to requestors for programs or cybercafes.

We approved funding for two technology awareness conferences in year 01:
University of North Carolina – Chapel Hill for a PDA fair
University of Maryland, Baltimore for a PDA fair

We will provide funding for two technology awareness activities for year 02:
University of South Alabama for a cybercafe at the annual meeting of the Medical Association of the State of Alabama
University of Virginia for a PDA fair

F. Library Improvement

Ms. Kelly held a conference call with Anne Thurland, health educator with the Virgin Island Public Health Department. We discussed the possibility of doing a library improvement project with them to promote consumer health on the Island. Ms. Kelly revised the MOU to fit this particular project and Ms. Thurland is investigating Internet Service Providers and space. We will fund a project on St. Croix and St. Thomas. At the end of the quarter we are awaiting the signed MOU for the two projects.

We have received several inquiries for projects in year 02. Ms. Yancey had several conversations with Roger Russell, AHEC librarian at East Carolina University, about a library improvement project in Beaufort. Ms. Kelly has spoken to Tom Williams, University of South Alabama, about a project in a new hospital library being built. We also received a letter from the Maryland Department of Health and Mental Hygiene Office of Health Policy.

Bayview Medical Center

[Final] Construction of the consumer health library is still not completed. Final report is attached.

Columbus Regional Medical Center

[Final] Not received at the time of this report.

G. Connections

No activity to report.

III. Staffing

Mr. Dale Prince joined the staff as an outreach coordinator on January 2. Mr. Prince previously was head of circulation at the University of Maryland HS/HSL.

Ms. Kelly served on the NLM search committee for the Network outreach coordinator position. We met for interviews on December 19 and 21. She worked with the Medical Library Association (MLA) Awards Committee to select the winner of the MLA Noyes Award for 2002.

Ms. Yancey completed her work at the chair for the MLA Minority Scholarship jury.

Ms. Kelly and Ms. Allcock attended the Mid-Atlantic Chapter/MLA (MAC) Executive Board meeting in Charlottesville, VA on January 7. Ms. Kelly is MAC chair and Ms. Allcock is a member of the publications committee. Mr. Vogh attended the MAC 2002 Local Arrangements Committee meeting in DC on January 9. He is a member of the AV committee.

Ms. Yancey received an approval letter for the proposal she submitted for the 5th annual meeting of African American Librarians.